



# Tips for Learner-Centered Individual Education



## Establish Rapport

- Purpose: To establish a connection that will help the learner feel safe and welcome and open to talking and sharing information.
- To Do This: Use positive non-verbal communication, greet the learner by name and introduce yourself. Make a general comment or ask a non-threatening question.
- Example: “Good morning, Mrs. Gonzales. My name is Melissa. How are you today? And how is your baby? She looks like she is really growing.”

## Set the Stage

- Purpose: To establish a framework that lets the learner know what will be discussed.
- To Do This: Give a brief overview of the topic to be covered during your time together.
- Example: “Today we are going to talk about your child’s health. This will take about 15 minutes.”

## Paraphrase

- Purpose: To show you understand what the learner said and to check your interpretations.
- To Do This: Restate the basic ideas and facts that you hear in your own words.
- Example: “So it sounds like you are having trouble getting your child to eat.” You can add, “Is that right?”, if you are unsure about your paraphrasing.

## Find Out More - Ask Open-Ended Questions

- Purpose: To convey interest and encourage the learner to keep talking.
- To Do This: Use questions that start with “What”, “When”, “Who”, “How” or “Tell me about.” These questions do not have a yes or no answer.
- Example: “What are your thoughts on...?” or “Tell me about...?”

## **Reflect Feelings**

- Purpose: To show that you understand how the learner feels and to help the learner evaluate her/his feelings after hearing them expressed by someone else.
- To Do This: Identify the learner's basic feelings and let them know what you think the reason might be for these feelings.
- Example: "You seem upset about this test result," or "You feel \_\_\_\_ because \_\_\_\_."

## **Validate Feelings**

- Purpose: To acknowledge the worthiness of the other person.
- To Do This: Identify feelings and acknowledge that her/his feelings are okay or normal.
- Example: "That sounds hard. It can be a difficult thing to talk about."

## **Address the Learner's Concerns**

- Purpose: To get the learner's involvement, or buy-in, and answer their questions.
- To Do This: Ask the learner what they would like to learn about.
- Example: "What questions do you have about your pregnancy?"

## **Summarize**

- Purpose: To sum up the conversation and clarify agreements.
- To Do This: Restate the facts. Ask questions about what the next step is.
- Example: "We talked about \_\_\_\_ and \_\_\_\_\_. What do you think you will do at home?"